



High Performance Development Model May 2003

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ABSTRACT: Stress can decrease a worker's productivity and increase absenteeism, but it can be managed, particularly with the help of employee training provided by HR, and there is credible evidence that it works. In offering stress management training, HR should make sure it is quantifiable and grounded in science and that it has no "touchy-feely" appearance. It is crucial to convince employees that to minimize the physiological effects of a stressful situation, they must learn how to mentally step out of themselves during or soon after the situation. When offering stress management training, position it as performance enhancement, and make it mandatory, so it is not viewed as trivial.

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